

APR 18 1985

WINER SERVICES

Clayton J Rehbein
3641 W Butler St
Chandler, AZ 85221
Phone Home 602-899-33.
Office 602-990-518

President - Jose J. Dedeurwaerder
American Motors Corporation
Jeep Corporation
Detroit, Michigan 48232

RE 1984 CJ7
VIN 1JCUM87E5ET010291

Dear Mr Dedeurwaerder :

May 1984, I purchased a new CJ7 from
Biddulph Oldsmobile - Jeep - Honda - Winnebago,
4611 W. Glendale Avenue, Glendale, Arizona
I have had numerous problems with the
Jeep The Jeep has been in the shop about
two months since I bought it, all for
warranty work.

The engine had casting holes in the block,
which were leaking oil Oil was also leaking
from the valve head covers and from around
the distributor To originally correct this
problem the dealer put excessive permatex
around the distributor & valve covers They
used epoxy to fill n the holes in the

000799

block. After much hasseling I finally had a new block installed with the parts from the original engine, in January 1985 by Randall's Mesa AMC Jeep-Renault, 1350 W Main, Mesa, Arizona 85201

One week after the new block was installed I had to return the Jeep to Randall's because hydraulic fluid was leaking from the clutch. Randall's replaced the master cylinder but got fluid on the paint & ruined the finish on the hood of my Jeep.

A couple of weeks later I took the Jeep in to fix an oil leak from the rear main seal. After about a week they called me and said the Jeep was ready. I went to pick it up but it would not run correctly. There was a loud engine knock and the clutch would not function correctly. Randall's replaced the master cylinder again, as well as the slave cylinder. It took them two weeks to do this & the rear main seal still leaks (worse now than it did before). They also chipped the paint in several places on the left front door.

Prior to the above I had taken the Jeep back twice because of an engine knock since

the block had been replaced. During one of these visits, the service manager Gary at Randall's told me "Jim Baldridge told us to cut you off as soon as possible. Gary went on to say that if he was able to get the knock out of the engine would I take my Jeep elsewhere to get my warranty work done.

Other repairs that had to be done since I purchased this Jeep include

- 1) Door locks would not work (still don't always function properly)
- 2) Alternator had to be overhauled
- 3) Carburetor had to be overhauled
- 4) Battery cable had to be replaced
- 5) Shift indicator had to be repaired
- 6) Transmission was loose & had to be tightened to stop excessive vibrations
- 7) Vent cable inoperative.

I have been overly patient, however, I do not in any way appreciate the comment made by Jim Baldridge (District Representative) and I do not appreciate being told to take my Jeep elsewhere for warranty work. I have not been overly picky about my Jeep. I have owned other Jeeps and my father also owns & has owned other Jeeps. We have always been well satisfied with what

we considered a quality product

I know it is not your policy to cut off warranty repairs when the work is justified, as Mr. Baldridge implies, and it is not your policy for your dealers to tell your customers to take the Jeep to another dealer for warranty work. I would appreciate an extension on my warranty period since the engine has required extensive work and still does! I would also like the oil leak from the rear main to be repaired correctly without further damage to the vehicle.

Thank you for taking the time to read this letter. I would truly appreciate and expeditious reply as my warranty period ends next month.

Sincerely,

Rayton Robben

000802

CC Owners Relations Dept.

SEP 29 1985

SERVICES

Sept. 23, '86

Jeep Corporation
14250 Plymouth Rd.
Detroit, Mich. 48232

Dear Sirs:

I own a '84 Jeep CJ7 and have replaced two (2) valve cover gaskets at \$40.00 apiece! I am on the third (3rd) and still have an oil leak!

My understanding is; It is because of the plastic cover. If this is true, what are my alternatives or options, to prevent the problem ?? Also, I have moved since purchase and need to know the nearest Dealership to Tupelo, MS. (Northeast L.S.). I can not find a Dealership and/or replacement parts.

I would appreciate a prompt reply as I stated I again have an oil leak. Thank you

Sincerely



Sandi Stewart

Prentiss Cr. Apt. #1
Baldwyn, MS. 38824
(601) 348-2531
office number

000803

December 26, 1984

Mr. Harry Hallen
Manager, Owner Relations Service
American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232
(313) 493-2341

Dear Mr. Hallen:

I purchased a 1984 CJ-7 Jeep (Serial No. 1JCCF87A9ET048917) on April 20, 1984, from Courtesy AMC/Jeep Renault Dealership in Bethesda, Maryland. Since its purchase, my car has been a constant headache. The vehicle has had two blown head gaskets, constantly leaks oil, and constantly leaks coolant. It has been in for service an approximate total of 68 days at both Courtesy and Action AMC in Temple Hills, Maryland, and is presently in for service at Action AMC for loss of oil pressure, an oil leak from the valve cover, replacement of parts that were damaged during the previous time it was at Action AMC, among various other problems. Even though Action AMC has provided me with a loaner car on two occasions, I have spent over \$900.00 in rental car fees, because my car is my only means of transportation and each time the Jeep has been serviced it stays in the shop for 2-6 weeks.

Enclosed for your information is a list of dates vehicle was in dealership for service with problems highlighted, a list of all other problems, and an itemization of rental charges. It is requested that this problem be brought before the your hearings appeals board for resolution. I have talked with service department managers, factory representatives, and various consumer protection agencies for over eight months including a representative from your office and I have reached my breaking point. If problem cannot be resolved, I will contact an attorney and file suit for damages.

Sincerely yours,

Paulette Young
Paulette Young

Enclosure

2722-1 Fort Baker Drive, S.E.
Washington, D.C. 20020
(202) 582-8239 (Home)
(202) 252-6860 (Office)

000304

000805

Mr. Robinson Dept.

6/17/86

JUN 24 1986

IN WRITING THIS LETTER IN HOPES OF GETTING REIMBURSED IN SOME MANNER FOR
SPECIFIC REPAIRS REQUIRED ON MY ACQUIRED NEW 1985 JEEP CJ7. VEH ID#
M87A7FT091-73 SURVIVING 1ST DAY OF USE 31/85 FROM PLANTATION A/C JEEP DEALER
524. AT 440 SOUTH ST. RD 7 PLANTATION, FL 33317. PHONE (305) 584-6381. I AM THE
OWNER AND ONLY DRIVER MR. FRANCIS B. McDONALD 11441 NW 29th PLACE FLA. WILDERESS, FL 33323
PHONE (305) 741-4977 AGE 39.

RE: SERVICES:

I WANT TO STATE FIRST THAT THIS VEHICLE HAS NOT BEEN ABUSED - BUT EXACTLY THE OPPOSITE. IT
IS BEING pampered. DURING 1ST WEEK I HAD THE VEHICLE IT WAS RUSTPROOFED AND UNDERCOATED THEN
APPLIED 3 COATS OF POLYCOAT MYSELF IN HOPES OF KEEPING MY JEEP FOR A LONG PERIOD OF TIME. IT
HAS BEEN USED BASICALLY ON WEEKENDS FOR FAMILY USE (NO RAGS OR OFF ROAD USE - I AM THE
ONLY DRIVER) AND IS KEPT IN THE GARAGE WHEN NOT IN USE. THIS IS MY 1ST JEEP AND I AM
REGRETTING TO BE DISAPPOINTED IN ITS REPUTATION FOR QUALITY. I HAVE BOUGHT 8 VEHICLES NEW AND
NEVER HAD A PROBLEM OF THIS NATURE. NO ONE HAS SERVICED OR REPAIRED THIS VEHICLE OTHER THAN
THE AUTH. JEEP DEALER WHERE I GOT IT. HERE ARE THE FACTS (PLEASE NOTE THE MILEAGE).
ON 2/17/86 I PUT VEHICLE IN FOR 7500 MILE SERVICE FOR A COST OF \$5170. INSTEAD OF
JUST CHANGING OIL & FILTER I WANTED TO BE SURE ALL FLUIDS WERE CHECKED AND VEHICLE
LUBRICATED. MILEAGE WAS 5648 SEE ENCLOSED COPY OF RECEIPT.

AFTER VEHICLE WAS SERVICED I STARTED NOTICING SPOTS ON MY GARAGE FLOOR, WHICH
WAS PULLED OUT. SPOTS WERE IN 2 SEPARATE AREAS. IN SOME EXTRA FLUID MAY
HAVE BEEN SPILLED WHEN VEHICLE WAS SERVICED. ONE AREA WAS OIL THE OTHER LUBRICATE.
AFTER WATCHING FOR NEW SPOTS WHEN VEHICLE WAS MOVED, I NOTICED THAT THEY WERE NOT
STOPPING BUT INCREASING (BOTH). GORDINLY I WAS ABLE TO Wipe DOWN THE UNDERBENTH OF
VEHICLE WITH PAPER TOWELS TO TRACK AND SEE WHERE THE 2 DIFFERENT LEAKS WERE COMING FROM.
THE OIL WAS COMING OUT FROM SEVERAL AREAS OF THE ALUM. COVER - BEGINNING TO THE BACK AND
THE OIL WAS COMING OUT FROM SEVERAL AREAS OF THE ALUM. COVER - BEGINNING TO THE BACK AND
DIPPING DOWN. THE OTHER FLUID (LUBRICATE) WAS COMING OUT OF AROUND CAP 1 GASKET ON
MANUAL STEERING BOX, RUNNING DOWN TO BOTTOM AND DIPPING IN THE FLOOR. THIS TOOK A PERIOD OF
TIME BECAUSE VEHICLE WAS ONLY USED ON WEEKENDS. ON 4/16/86 I TOOK VEHICLE BACK TO DEALER
AND LEFT IT Awaiting. I WAS TOLD I WOULD HAVE TO PAY FOR THE REPAIRS. SEE ENCLOSED RECEIPT.
I RECEIVED 2 ITEMS - OIL LEAK AND STEERING BOX LEAKING. VEHICLE WAS NOT READY WORK FROMISED
WAS FINALLY READY CLOSING TIME. SERVICE WRITER SAID THEY DID NOT SEE STEERING BOX LEAKS. I DON'T BELIEVE
THEY INVESTIGATED DUE TO CLOSING TIME, NO COMMENTS WERE WRITTEN AS SUCH EITHER. SERVICE WRITER
SAID VALVE COVER HAD TO BE REPLACED DUE TO DEFECTIVE AND WORN. WHEN I PICK UP VEHICLE I RUBBED
MY HAND UNDER STEERING GEAR BOX AND AS BEFORE LUBRICATE WAS WIPED OFF. I COULDN'T LEAVE
VEHICLE ALONE AGAIN DUE TO MY RISE HAD LEFT, DEALER WAS CLOSING AND SINCE WASN'T I LOOKED FOR
SEEN - WRITER BUT WAYS TOLD ME LEFT. THE OIL SPOTTING STOPPED BUT LEAK FROM STEERING BOX
STILL. MILEAGE ON 4/16/86 WAS 5974. AFTER RETURNING FROM 3WK VARIATION UP AND DOWN AND
GET OFF WORK EARLY VEHICLE WAS TAKEN IN AGAIN ON 6/16/86. (COST OF
REPAIRS ON 4/16/86 WAS \$99.75). MILEAGE ON 6/16/86 WAS 6282. I TOOK SERVICE WRITER AND SHOWED HIM THE LEAK. COST
OF THIS REPAIR WAS \$136.50 SEE ENCLOSED RECEIPT.

OUTSIDE

FOR THE 2 REPAIRS THAT CAME FROM DEFECTIVE PARTS AND OR WORKMANSHIP
HE COST ME \$136.50 + \$97.75 FOR A TOTAL OF \$236.25

I FULLY UNDERSTAND PAYING FOR THESE REPAIRS IF MY JEEP WAS MUCH OLDER
OR MANY MORE MILES ON IT, BUT NOT ONE WITH ONLY 6282 MILES AND PUMPERED.
- VEHICLE SERVICE ON 2/17/56 TO 6/1. THE VEHICLE WAS DRIVEN ONLY 634 MILES

I AM REQUESTING THAT YOU STAND BEHIND YOUR PRODUCT AND REIMBURSE ME
FOR THE 2 REPAIRS DUE TO POOR QUALITY IN THE AMOUNT OF \$236.25 EITHER
IN FORM OF A CHECK DIRECTLY TO ME OR IN FORM OF A CREDIT VOUCHER FOR
FUTURE SERVICE AND OR PURCHASE OF JEEP ACCESSORIES FROM AUTH JEEP DEALERS, OR
ACCESSORIES SHIPPED DIRECTLY TO ME FROM JEEP. CATALOG & PRICE LIST AND ORDERING INFORMATION
WOULD BE NEEDED FOR THIS FORM OF PAYMENT. PREFERENCE WOULD BE CHECK TO ME.

Thank you.

Francis B McDonald

MR FRANCIS B. McDONALD
11441 NW 25 PLACE
FLA ABERDALE, FL 33323

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000809

Mr Paul Tippet Jr
AMC Chairman
American motors corp.
14250 plymouth road
Detroit, Mich.

1983

RECEIVED

Personal

W. P. TIPPETT

John A Barga
2709 East 10th St
Cheyenne, Wyo.
82 001

SEP 16 1983

Sep't 13, 1983

Dear sirs,

We are writing to you in regard to the troubles that we have had with a 1981 AMC Concord that we purchased new from Tyrells Chevrolet in Cheyenne, Wyo.

We have had nothing but troubles with the automobile from the first day that we purchased it. It started out with oil leaks from the plastic valve cover in which Tyrells service people did all that they could to remedy the trouble, we had the car in the garage at least 10 times, the problem was never solved.

The next major trouble occurred after about 5000 miles in which the engine began to cut out periodically like it was going to quit. It would act up intermittently, we could drive several hundred miles with no trouble and then it would begin to cut out every time we would drive it for awhile. We took the automobile to Tyrells several times to have them check it out, we even left it there for a week but it would not cut out for them so they could not find the trouble. They said they replaced some parts, the ignition module, the coil and some other parts, none which helped.

Anyway after 25,000 miles the engine finally quit all together so that Tyrells mechanics could find out what the trouble was, it turned out to be the ignition module which they had already replaced earlier. We were charged \$ 165.00 to repair the car which we believe should have been covered under the 12,000 mile warranty agreement since the trouble began before the warranty ran out.

The service manager for Tyrells contacted the factory representative : Mr John Swanson : in which we went out and talked to him. The factory representative went thru all of our work orders that we had, he said that he could not do anything for us since there was nothing mentioned in the work orders about the engine cutting out. The problem with the whole situation is that the service managers that was working at Tyrells at the time we had the troubles is no longer there. Mr Wm Tyrells should have known about the problem we had as many times as we were there.

When we were conversing with the factory representative, Mr Tyrell walked by several

000810

times, he did not even stop to see what the problem was, I do not believe that is very good customer relationship. We have bought several automobiles from Tyrells Chevrolet, our to sons have bought several cars also,

Getting back to the troubles with the automobile we believe it is the responsibility of the American Motors Company to make good the defective part. It is either a poor engineering design or defective material.

Other than the troubles that we have had with the automobile we like it very much. It handles real nice the the design of the interior is real convenient.

Yours truly

cc: AUTOMOBILE DEALERS ASSOCIATION
MR. WILLIAM TYRELL

Mr & Mrs John A Barga

John A Barga

000811

February 3, 1975



Dear Sirs;

We recently received a \$500 certificate toward the purchase of an '84 or '85 model Eagle. I would like to explain why we purchased another Eagle.

No other vehicle I have ever driven can compare to the style, comfort and handling. The Select Drive is another great feature. There are few of the good qualities of the American Eagle.

Here are a few problems we have had with the two AMC Eagles we have owned. The '82 model Eagle we owned was our first AMC. We had the car 15 months when we had to have two front wheel bearings installed. Another bearing was then installed in on our '81 model Eagle. Soon after we bought it we had to have a back oil seal installed which cost us \$30. Now we are having the same problem and the garage estimated it at \$250.

The plastic valve pan covers are a joke. The garage said that ours needed replaced and for the tube of sealer and pan, it would cost us approximately \$100. Between 30,000 and 40,000 miles we had to have a carburetor kit installed, which cost us \$89. After this we have had to take our car back to the garage twice for adjustments. The car is still not as it was before. We have problems getting it started and keeping it running.

As you can see we have had nothing but expense and trouble with the Eagles we have owned. So I ask you, wouldn't we be crazy to buy another Eagle?

It would be more than a \$500 certificate for me to buy another AMC Eagle. I have also spoken to other Eagle owners who have had similar problems and say they would never buy another Eagle.

I hope that you will take this letter seriously and try to improve these faults with the AMC Eagle in the near future.

Estel Blankenship

000812

Gladys Bryant
414 Wilbur Street
Berkeley, Springs
W Va. 25411

SEP-7 1955

SERVICE

Dear Gene

I bought an A.M.C. Concord 81
D.L. in Sept 82 with 3300 & some
Miles on it from Kern Motor in
Winchester & in 83 had to have
Valve Cover and seal job done
& in Feb. 85 had to have it done
again 76.90 first time & 96.65
last time and I think that is
just a little too much to close
together I love this little car
but I would sure never buy
another one until you make a
change in them as you just
can't keep them from leaking oil.

It seems to me you should
make part of this up to me &
I would appreciate hearing from
you & letting me know something I
can have & pass on it as I've only
driven it 13,000 in that time.
I hope to hear from you
right away.

Yours Truly,
Gladys Bryant

000813

Page

4307 Minnehaha Avenue
Minneapolis, MN 55406
November 30, 1983

Handwritten signature/initials

CERTIFIED MAIL
RETURN RECEIPT REQUESTED



Mr. Jose J. Deduerwaerder
President
American Motors Corporation
27777 Franklin Road
Southfield, MI 48034

Dear Mr. Deduerwaerder:

In March of this year I purchased a 1981 Concord from Penn Auto Plaza in Minneapolis — plus a \$150.00 power train warranty.

The car needed oil frequently and finally on November 11, it developed such a severe oil leak I had to take it to a garage for emergency service. There was no time to get it to the dealer. I was advised that the valve cover was warped and there was no possibility of it holding oil. I was dumbfounded to learn that the valve cover was made of plastic. Any CHILD knows that plastic melts and warps when exposed to heat. How could knowledgeable automobile engineers possibly think of making a valve cover of anything but metal?

Also, I was told by the garage mechanic that numerous '81 Concord owners are experiencing the same problem — and what compounds the situation is that there is no gasket that can be fitted to this valve cover; therefore, there is no alternative but complete replacement when it melts from the engine heat (also valve covers ARE NOT covered under the power train warranty).

In my opinion, an engineering goof of this magnitude warrants recall by the factory and replacement of the plastic valve cover with metal. If AMC wants to maintain any credibility in the market, this seems a wise move to make.

May I have your comments?

Sincerely,

Handwritten signature: Albert Endres

Alberta Endres
4307 Minnehaha Avenue
Minneapolis, MN 55406

1/612/721-1950 Home telephone
1/612/339-2222 - Office telephone

cc/Al Gleekel Penn Auto Plaza
8099 Penn Avenue South
Minneapolis, MN 55431

(Salesman Tom Rusch)

000814

no postage
needed
if
mailed
in
the
U.S.

FEB 13 1984

Bx 9074 New River Hwy
Rhy, Pa 85029
Feb 7, 1984

Dear AMC,

In Sept 1983 we purchased an
1981 Eagle SX4x4. Since then we have
had to take it back & get the
valve cover re-sealed & replaced

4 times. I also wrote you a letter
about these plastic valve covers.

This is a ridiculous situation &
have to replace these every 6 or 8
weeks. Why don't you make a
metal valve cover that will stay
on especially in this hot climate. Why
can't a person find a metal cover?
Things like this sure make me
think twice about another AMC
product.

Sincerely,

Carl Kraft

000815

NOV 29 1982
OWNER SERVICES

newry

November 23, 1982

Jacque Poland
AMC Zone Manager
444 Saw Mill River Road
Elmsford, NY 10523

Dear Mr. Poland:

On March 26, 1982 I purchased a 1982 AMC Eagle Wagon. The next day the car was in the repair shop and has returned for a total of 12 separate visits in 8000 miles for 9 independent problems. A leaking valve cover is the most annoying of these problems. I have returned the car 6 times for this. To date, AMC Lipman Motors of Hartford, Ct. has not resolved the leak. Outlined below are the 12 visits made to Lipman Motors to date:

Date	Complaint	Attempted Corrective Action
3/17/82	Choke doesn't work Creased driver's door - defective	Nothing found-car needs to cool down to find. Lipman offers to fix and repaint.
3/18/82	Car left to analyze choke problem	Lipman recommends replace carburator. Needs to be ordered.
about 6 weeks later	Choke problem Oil pressure guage reads incorrectly Oil leak.	Carburator replaced. Oil pressure sensor replaced Valve cover resealed.
6/11/82	Clutch grabs too high. Oil pressure guage reads inaccurate. Oil still leaks.	Nothing can be done-self adjusting. Replaced pressure guage again. Valve cover resealed again.
7/20/82	Oil leak worse.	Replaced with new plastic valve cover.
7/28/82	Oil still leaks.	Put on another valve cover.

000816

November 23, 1982

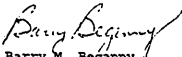
9/14/82	Leak seemed O.K. for awhile but started again.	No oil leak found but replaced boot on front axle.
Around 10/02/82	Leak still there.	Resealed cover and placed on carefully after removing hoses on top.
	4-wheel doesn't work.	Piece of fuze found in vacuum hose.
10/04/82	Engine rough.	Intake manifold leak - replaced gasket.
10/11/82	No heat.	Fixed heater control assembly.
	Engine noisy inside.	Aligned exhaust system.
10/12/82	Engine still noisy	Tightened intake manifold.
11/08/82	Power steering broke.	Replaced broken pulley.

To date, two problems have not been fixed. The first is the driver's side door which came from the factory creased. I chose not to fix this because I believe the paint job could not be matched and would not be of the same quality as the factory paint job. Therefore, I have chosen to live with this disappointment. The second problem is with the plastic valve cover leak. I believe it cannot be fixed. Of the several attempts made, some appeared to fix it only to start leaking some time later.

Because the problems with my Eagle have not slowed, I have concluded I have purchased a lemon. I only have a year or 12000 mile warranty on the car and my time is running out to stabilize this car. I am requesting your recommendations on the valve cover leak problem and am requesting an extension to the warranty on this 1982 Eagle.

I would appreciate a prompt reply on these issues.

Very truly yours,



Barry M. Beganny
80 Patriot Lane, Manchester. CT. 06040

BMB:bmb

cc: Owners Relations, AMC Detroit Michigan

000817

SEP 22 1985 8 New Side Cr
Newark, De 1971
VIOLET Sept. 18, 1986

Dear S.

I have a 1982 Concord and have come up with a problem. A friend of mine also had the same problem and had gotten it fixed. The problem is an oil leak which causes it to smoke. I have talked to a dealer about the problem - He said that they have repaired a lot of automobiles with the same problem, it's caused by a piston gasket which buckets causing the leak. The charge would be about \$400.00 to repair. I feel that since so many automobiles with the same problem is a factory defect, and should be recalled by AMC.

Sincerely,
Mrs. Helen Flanagan
Mrs. Helen Flanagan

000818

I was in my car. The front of oil was
oil. DeHouwer Chevrolet neglected to put oil in my
car when gasoline was replaced.

I want this incident on file to protect
myself in any event, in the near future, that my car
should need any repairs due to DeHouwer Chevrolet's
neglect of not adding oil when they should have.

Thank-You,
Kathryn Young

1320 - 4th Ave.
Waterbury H. V.
12189

○ DISSATISFIED

000-959

[illegible]

FESKO
1/4/83

2 amc. motors.

12-19-82

Sir, Sirs

I am writing to you about the quality of 2 cars I have bought from atl amc. japs and Buil atl Buick here in Kenya. The first one I purchased was a 1978 Concord GL and I drove it only 23,000 miles and the bearing went out of it and I had to trade it in for another car, a 1981 Concord EL and now I am having trouble with this car. I replaced the rocker cover gasket that cost me \$45.00, and now the atl Buick wants \$300.00 to replace the head gasket and the Emulsion pump is also going out, can I get some help from someone up there in your plant, about this problem

000961

I am a retiree from Ford Motor
Co. and for 20 yrs with them
I don't buy their Cars anymore
because they don't try to make
anything right about their
quality of Cars. This is my
second car from a M C and
now with these things going
wrong isn't there any guarantee
with your Cars. please let me
know what I can do about
these problems. I only have
4500 miles on this Car
so please let me hear from
someone at a M C

Thank You

Earl C Graynolds
3754 Mt. Vernon Place
Lima Ohio 45804

000962

NOV 16 1983

OWNER SERVICE

See
NOV. 14th 1983

Dear sir:

I bought my Concord July 17th 1981 4 door sedan. I have had a Rambler, Rebel & a Hornet and I had good luck with them so I bought this Concord. I have had the car over to Don Meadow's three times before the warranty was out for to have them fix the valve tappet cover from leaking and it still leaks. I was over to Don Meadow's Friday Nov 11th 1983 they told me if the car only had 12,000 miles on it they would fix it. The car has 15,982 miles on it now. I would like to know what you could do about this problem.

Sincerely Yours

Edward V. Krust
51333⁷¹ Prescott Ave.
South Bend, Ind.
46637

000963

RECEIVED
FEB - 7 1983
OWNER SERVICES

Shell City, Minn.
February 2, 1983

American Motors Corporation
Owners Relations
P.O. Box 442
Detroit, Michigan, 48232

Dear Sir:

I am writing in regards of my
1981 Eagle I bought from Swansons
Chevrolet Garage in Grand Rapids, Minn.
Every since I bought the car I have
had the valve cover leaking oil. In
June of 1982 just before the Warranty
went off they put a new Valve
Cover on and did not get it sealed
to my not knowing why I told
them many times and now today
they told me they will put it on
right and to no fault of mine
I have to pay 1/2 of the Cost and
I don't feel I should pay anyone
this bill I also had to have

000364

a new speedometer cable put
on and now all ready that is
clicking so will be breaking again.
I don't feel they put that in right
either or it would last better
than this ^{1st} is going to be broken
again. What good is the warantee
if they don't fix it right then after
charge us for their mistakes.

I have to take the car in Friday
and leave it over the weekend. I
Please let me know by return
mail what you feel. I'm sure
if you we me - you would
feel the same way I do.

Sincerely
Mrs. Evelyn E. McNeil
Former name when I bought the
car was Jones

Box 206
Phill City, Minn 55748 000965

December 23, 1984

American Motors Corp.
Owner Relations
14250 Plymouth Road
Detroit, Michigan 48232

Gentlemen:

In October 1981 we purchased a 4 Door Concord Limited from Plantation Motors in Plantation, Florida. At that time the car had 8,414 miles on the speedometer. We also want to preface this letter with the fact that we were very enthusiastic with what we had read about American Motors Cars. Though for many years we had purchased G.M. cars, we opted to buy this car, having high hopes it would serve us well during our retirement years. However, regrettably, that has not been the case at all. Following are some of the problems we have encountered.

1. At 9,000 miles we found rain leaking in under the front bucket seat. Since car was under warranty, this was supposed to be repaired by dealer. The attempt was made, but problem persisted and car had to go back again. Leak has lessened, but never really resolved completely.
2. At approximately 13,000 miles the left front automatic window mechanism had to be replaced at a charge to us. Car was no longer under warranty and dealer did not have parts, so we took it elsewhere. Subsequently, the right front automatic window stopped operating and still remains inoperable--so we keep it closed rather than spend additional money on repair.
3. A box containing wires under dash board fell out while we were on a trip and a fan belt snapped. Both had to be repaired resulting in cost and inconvenience.
4. At 17,000 miles right front disc brake locked causing extreme wear on tire. Both front disc brakes had to be repaired and the rear brakes also had to be relined since they were worn down prematurely.
5. At 18,000 miles the muffler had to be replaced due to a large hole in the muffler.
6. At 22,000 miles (the present time) the oil gasket and valve cover had to be replaced due to oil leak. Mechanic stated that bolts were not set in properly.
7. In general, when traveling distances, the air conditioning loses 95% of it's power. Has been checked out by various air conditioning experts, but they cannot account for this--which leads us to believe that the system is a poor one.

Can you blame us for being disenchanted with American Motors? We would appreciate hearing from you as to your thoughts in this disheartening situation.

Sincerely yours,
Mr. Gordon A. Golt
8105 N.W. 61st Street
Tamarac, Florida-33321
305-722-7454

CC: Chairman of the Board
Post Script Attached

W. P. TIPPEE

JAN 2 1985

000967

J. R. NIETER
51870 Lilac Rd.
South Bend, IN 46628

DATE

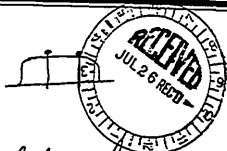
7/21/85

SUBJECT

Leaky Oil - at
Value Cover '81 Concord

TO:

American Motors Corp.
Owner Relations
14250 Plymouth Rd.
Detroit, Mich 48232



My on-going problem with oil leakage from around the value cover of my '81 Concord prompts me to write. Rather than the screws through the lip of the cover, my model has two long screws which simply don't do the job. I have paid for new gaskets, a new cover and the labor three different times to solve this problem, by three different good mechanics. Still there is enough oil leakage to mess up pavement everywhere I park, and to make for a very dirty engine. Please advise. J. Nieter

000098

DWIER ~~as per~~ 6-83

including any

not required

file

SATISFIED

Dear Sir

I bought a 1981 AMC
concord DL from Statton
Chevrolet in Jan. of 81.
They have put three
valve cover gaskets on
it it still leaks oil.
they told me it was
hard to stop all the
oil leaks that was
all they could do I
have put valve cover
gaskets Pan gaskets &
transmission gaskets all
are still leaking I have
spent money after money
on it looks like I
have a run around
over

000-970

allred Chevy have bought
out Statum Chev I think
I am getting a raw deal
looke like somebody
should do something Except
me fasting all the expence
Can you do something for
me through all Red Chev
or Buylund Chevrolet
Buylund Chevrolet sells
amc Products

Thanks if you
can help me out

Maynard Quick
1221-6th st S.E.
Roanoke Va 24013
Telephone 343-1419

000971

INVERNESS
Dec. 23, 1982

Dear Sir:-

I own a Concord A.M.C. S/Wagon

1981 -

THE L./REAR DOOR SPRING POPPED OFF,
ALSO THE VALVE COVER GASKET
HAD TO BE RESEALED BECAUSE
THE OIL WAS LEAKING ALL OVER.

I ONLY HAVE 22275 MILES ON
THE CAR.

I UNDERSTAND IT'S UNDER WARRANTY.
IT COST ME \$358 TO BE REPAIRED.
THE BILL IS ENCLOSED

THANK YOU

Sincerely Yours

ALBERT VELTO

P.O. Box 371

INVERNESS, FL

32651

001.972

PHONE - 1-904-726-6046

000973

MAR 9 1983

OWNER SERVICE

27690 Kroy Rd
Rock Falls Ill. 61071
March 7, 1983

Chc
American Motors Corp
37777 Franklin Rd
Southfield, Mich, 48034

Dear Sirs,

C Copy of letter sent to Jones
Alo-
I need help!! I own a 1982
Concord DL, which leaks oil from
the valve cover. I must add $\frac{1}{2}$
quart of oil after a 200 mile trip.

C
This car was purchased from
the Ken Nelson Pontiac Buick
American Motors Garage in Dixon,
Illinois 61031 and has been back
on three different occasions to
have sealer on the valve cover.
It still leaks oil!!!

C
I have owned American Motors
cars since 1959 and have been
pleased and happy with them

0005374

performance. I would like
to continue to be a pleased
and happy American Motors
owner, but if this leaking oil
problem cannot be solved, I
will have to go to a competitors
product

I will be waiting to hear
from you for some solution
for the ^{oil} leaking valve cover

Yours truly
John D. Lehr

Wire sent to JWA
Copy of OCH
sent to Zee

Zone Signature
Accepted _____
Date _____
FY - Cases Require Field Service Manager Signature

ALL 1988 RVS

000975

N12889

100987 32 C

PAGE 1

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MR. VINCENT CURRERI

MASSAPEQUA NY

82 CONCORD 46,000

L0900

000000 000000 .00

N 000000

100987 KM

VALVE COVER LEAK
NUMEROUS PROBLEMS W/LEAK
WAS REPAIRED 2 YRS AGO
SUBSEQUENT OWNER
OWNER IS OUT OF WARRANTY
OWNERS EXPENSE
CLOSED.

000-976

Bunnell, Florida
September 7, 1983

Mr. R. F. Donovan
Director AMC Marketing
AMERICAN MOTORS CORPORATION
American Center
27777 Franklin Road
Southfield, Michigan 48034

Dear Mr. Donovan:

You wrote me May 10, 1982 in response to my letter of inquiry concerning AMC products and the nearest dealerships.

You may be interested in knowing that I purchased a Concord model last October 27. The car performs well and we are happy with it except for one thing -- it leaks oil. And thereby hangs a tale of confusion and frustration.

I discovered the leakage when a small pool of oil was observed on my garage floor. I took the car back to the dealer -- Beau Chrysler Plymouth -- in DeLand which is about 35 miles from Bunnell.

The service manager said it probably was the drain plug that had not been properly tightened. He was about to turn the car back to me when as a sort of afterthought he said maybe the valve cover seal should be checked. The outcome was that the cover was removed and resealed. That should do it he said.

But not so. I continued to see small small drops of oil on paper that I put underneath the car. I reported this to the dealer and was told that the oil probably came from an accumulation of oil on struts or whatever. But the oil dropping persisted -- I reported it again -- and was told to be patient that it would disappear. But it did not stop.

Mrs. Greal and I took a trip to North Carolina in August and while there the car make a squaking noise when turning the wheels sharply on startup from a standing position. I took the car to an AMC dealer in Whiteville, N. C. -- Wells Olds GMC Jeep Renault -- The service manager checked the power steering -- poured oil in the reservoir which stopped the noise. However, he said that when I got back home that I should take the car to my dealer and have the Pitman seal replaced. He said that apparently there was leakage coming from this

area So on our return to Florida I took the car back to Beau in DeLand and reported the incident. The car was checked and the service manager informed me that a hole had been discovered which caused the power steering leakage -- that it was caused in driving -- that the car would have to be left there for two days for repairs -- and that I would have to pay \$24. Furthermore, I was told that the dealer did not provide a loaner car even though the warranty clearly states that the dealer provides a loaner when the car has to be left overnight.

This made no sense to me so I decided to get another opinion. I went to Terry Taylor Ford in Daytona Beach -- the AMC dealer there -- and was told that their power steering man was on vacation and that they could not check the car.

So from Daytona Beach we drove to St. Augustine -- which is about 30 miles from Bunnell -- and took the car to the Dodge Dealer there -- Atlantic AMC/Jeep. The car was checked after I told my story and I was told that nothing seemed to be wrong about leakage there although the service manager did say that the mechanic tightened some bolts and hose connections and that might solve the problem.

Now, after more than a week has elapsed, there is still oil ~~see~~ showing on the paper I put under the car each night.

One reason for this letter is to make sure that the warranty still holds good even though the 12 month period passes as the oil leakage problem began soon after we bought the car and until it is cleared up the warranty for this should still be in effect.

Also, I should like to report that a month or so ago I received a card in the mail -- I believe from the dealer asking if I was satisfied, etc. I returned this card -- to AMC -- reporting the leakage problem -- but never did get a reply. I cannot understand why.

I would like to suggest that you have your representative for this area get in touch with me -- possibly arrange a meeting with him at any dealership in this area -- and get this service problem satisfied. I know this is a long account but you can understand my frustration. After all, a brand new car should not leak oil. Someone should know how to fix it -- and I should not have to pay.

Sincerely,

Walter K. Lital

000978

MAY 23 1983

May 15, 1983

IR SER

Dear Sam,

It is with very mixed emotions that I sit to write this letter. I do hope you can do something to correct this situation.

On December 3rd we purchased a new car from Ureca AMC in Whittier, California. Our new 82 Concord DL Wagon was the reward of many years of scrimping and saving and timing — a slight decrease in interest rates. We had had such good luck & service from our 1974 AMC Hornet Hatchback I guess we expected the same quality with the Concord. We still have our Hornet but are ready to return the Concord as a "lemon" or "Friday car" or whatever negative adjective you'd choose to employ.

On Jan 27th we took the Concord in for some warranty work. One item was intermittent reception on the radio. We never laid eyes on our

000979

for 6 weeks almost to the day from that date. Something about having to be returned for repairs to the factory because they couldn't fix it there. Why wasn't it replaced? When returned supposedly repaired we still had the same problem and now the wiring was reversed to the 4 speakers. Not monumental but, as we were to discover, an omen of things to come. At the same time (Jan 27) the dealer was made aware of the mistake in alignment of both doors on passenger side. We were told, after inspection, we had to make an appointment to have a factory representative see the problem. Three - 4 weeks later, still having received no call to see the factory rep (allegedly they have no schedule of visits but rather receive a call 2-3 days prior to his visit) we called the dealer again. Now they stated the doors could be aligned by the dealer. In the interim we realized the drops of oil in the garage.

000980

were not from our '74 Hurait but from our '82 Concord - we couldn't believe our eyes so we placed a clean board under the car and it was in fact the Concord. We returned the car on 3/31 for the oil leak, door, engine dieseling + radio again. Two days later the car was ready after they replaced the valve cover, fuel pump + oil pan gasket. After driving the 10-15 miles home I turned off the car only to have bellows of smoke pour out from under the hood + a terrible burning smell emanate from the car.

Guess what also appeared on another clean board in the garage? - OIL DRIPS!!! Now, also, there were new problems - molding loose around newly aligned doors, door dropped when opened + lifted when closed + chipped paint from body, the screws fell out of radio speaker covers and molding around speaker bulging, etc. Minor, except the oil leak + smoke, but irritating because it was indicative of sloppy,

000981

uncaring workmanship

The fact that our new car was built with Murphy Law in mind became apparent on 4/5 when a freak tornado made our lovely white wagon into a poor imitation of a dalmation. This, I grant you was an act of God & not Urick Motors but we returned the car on 5/3 for warranty work - oil leak, etc + 12 other problems and a new spent job. Urick was very generous in the arrangement made for a loaner and for this I complement & thank them.

On 5/10, I finally got my new car back (which still has less than 3000 miles on it) expecting all to be well - fool that I am!! The oil still leaks, the engine still smokes, the radio still has static, the speaker cover on right side has screw missing & causing vibrations, the left speaker doesn't work at all, there's a clicking noise in steering column, the chrome is loose on roof & front

906.982

windshield the Concord insignias are loose & wobbly, the tailgate is not aligned, the Chrome for one window is on back order, the front panel behind bumper was not painted at all and since the shade of white is different it is very obvious, the pinstripping is a darker color than original and crooked on right passenger side, etc

Now see, is this any way to run a business? If you are not hysterically laughing at this point I don't know why. It's a real comedy of errors!!! Of course the dealer has agreed to make all right especially since I gave them their check for \$814.95 I was so angry I completely forgot the \$50.00 deductible check which, upon my arrival home they promptly called to remind me of. So ditto, I still have not mailed that check because it appears to be our only bargaining tool to have work completed properly.

000-983

We were debating on whether to get the ESP policy but with the track record of our new (?) car I'm afraid we'll have to spend the extra \$400⁰⁰ to protect our original \$10,000⁰⁰ investment because it will probably take the 5 years for the dealer to get the car in proper repair. They haven't seem to be able to accomplish it thusfar !!! Perhaps the answer is to start over - return our money & we'll order an exact replica of our car - one that you can guarantee was built on Wednesday with the ESP coverage included !!! I take the car in AGAIN on 5/24 for the same problems & I certainly hope they've hired new mechanics who can find the problem & correct it or we'll pursue our investigation of the Lemon Law as previously advised.

Thank you for your attention to this matter. I anxiously await your reply

Sincerely,
Gard. Thelen

001984

The President
American Motors Corporation
Owner Relations
14250 Plymouth Road
Warren, Michigan 48090

AUG 22 1983

August 17, 1983

OWNER SERVICES

beta

Dear Mr. President:

Please be informed that in 1980 I purchased a Concord 6 Automobile and am very disappointed with the car.

Listed are the following repairs and replacements to date.

1. 2 new tires, mileage 900 miles, car less than 1 yr. old.
2. Operational switches replaced
3. 3 new ~~valves~~ ^{injectors} replaced (still leaking)
4. Catalytic converter replaced
5. water pump replaced
6. New directional oversteer
7. Mechanic changed a new muffler, also a new battery
8. Steer pulled out twice, ret'd to factory once and still having trouble

I now have only 20,000.00 miles on this car. Having kept it in great condition, things done as necessary, I feel that I never want to purchase another American Motors car. I would appreciate acknowledgment of my complaint.

Very Truly Yours,
M C Hador

00C-985

KUSH

Frank Shuman

MAR 23 1983

W. P. TIPPETT

MAR 22 1983

Jamestown, N. Dak

March 15, 1983

Dear Mr. Tippet,

Last summer I purchased a 1981 Jeep Wagoneer Limited from Do. Wilhelm Inc. The Jeep sold for 1,500. and had 20,000 miles on it.

My Teaching partner has owned a Jeep since 1976 and is very much satisfied with it. We then decided to purchase a Jeep as well.

Our Jeep has confronted us with a multitude of problems, not to mention a large payment with 17% interest.

We have encountered the following problems.

1. Gas gauge registers wrong, repairs twice and still didn't work. A new gauge was installed and it still registers a little over 4 tank

000987